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March 4, 2024

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: General Manager Report – Monthly Report: December 2023

Dear Board Members:

Recommendation

This is a recurring information item.

Summary

The attached monthly report provides an overview of Marin Transit operations for the monthly period ending December 31, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced strong systemwide ridership growth in December 2023. Total ridership was 11% higher than the previous year (December 2022) and 7% lower than pre-COVID (December 2019).

Fixed route ridership recovery from the COVID-19 pandemic continued to be strong this month. After leveling off for six months (March through August 2023 were all 87-90% of pre-COVID ridership on fixed route services), September through December saw above 90% of pre-COVID ridership on fixed route services, with December coming in at 96% of pre-COVID. This increase is likely the result of riders returning due to the reliability improvements that came with the June service change, and staff are optimistic that the trend will continue.

Marin Access ridership has had a declining ridership trend since September 2022. In December 2023, ridership was the same as in December of 2022 at 44% of pre-COVID, indicating that the decline may be leveling off. It remains to be seen how strong of an effect the Marin Access service changes implemented in July will have on ridership going forward; the Catch-A-Ride program saw almost triple (+259%) its ridership from the prior year (December 2022), but Local Paratransit, which accounts for the majority of Marin Access ridership, saw a 10% decline in ridership compared to the prior year. Staff are investigating these ridership changes and will bring more information to the Board later this year.



Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and financials. These reports are available on the District's website at <https://marintransit.org/service-performance-and-reports>.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink that reads "Nancy E. Whelan".

Nancy Whelan
General Manager

Attachment A: Monthly Ridership Report and Customer Comments